

(Use several sheets if necessary)

AM9-99-0

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Neelakantan Sundaresan

Concurrently Herewith

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*EXAMINER INITIAL	OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)
SC	The Learning Company, "Press Release: New Software Products from The Learning Company", April 26, 1999, pp.1-4.
	Sarah Varney, "Link Your Help Desk to the Web", Datamation, May 15, 1996, pp. 1-6).
	Eddison Describes Future Help Desks (Datamation May 15, 1996), http://www.datamation.com/PlugIn/issues/...15/EddisonDescribesFutureHelpDesks7.ht , pp. 1-3.
	Jakob Nielsen, "Alertbox for December 27, 1998:", Alertbox, December 27, 1998, pp. 1-4.
	Priceline.com Investor Relations, "For the First Time, Consumers Can Use the Power of the Internet to Name Their Own Price for Major Purchases", http://www.corporate-ir.net/ireye/ir_sit...r=pcln&script=410&layout=7&item_id=239 ., pp. 1-2.
	Rob Turner, "Bots that shop 'till the prices drop", Money.com, April 30, 1999, pp. 1-3.
	About Compare.Net, http://www.compare.net/companyinfo/about.p3?sid=250322271&mode , pp. 1-2.
EXAMINER	DATE CONSIDERED

***EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.**